



DEFENSE SECURITY SERVICE

1340 BRADDOCK PLACE
ALEXANDRIA, VA 22314-1651

AUG 08 2006

Reply to
Attn of: Equal Employment Opportunity (EEO)

SUBJECT: Alternative Dispute Resolution (ADR) Program

TO: All Personnel Working at Defense Security Service (DSS)

1. As the Acting Director of DSS, I am committed to a workplace where all employees are treated with dignity and respect. Our workplace should reflect an environment of receptive communication along with professional interactions with one another. However, I am aware that in every workplace disputes do occur. In an effort to resolve these disputes in an appropriate and cost effective manner, the Office of Equal Employment Opportunity (EEO) has developed an Alternative Dispute Resolution (ADR) process for informal and formal Equal Employment Opportunity (EEO) complaints. When early resolution is appropriate, the DSS EEO ADR program is designed to improve communications and workplace relationships by bringing the parties together as soon as possible to achieve a resolution. I am a proponent of exploring opportunities for resolution of EEO complaints at all stages of the process. Resolving complaints expeditiously contributes to our goal of maintaining an environment that fosters open communication and respect.

2. The ADR method used in the DSS EEO program is mediation. Mediation is a proven method of successful resolution of all types of controversial issues. Aggrieved employees in the EEO process must request mediation through EEO, and, unless it would be inadvisable, DSS management officials will participate when the mediation process has been requested. My expectation is that all parties using the mediation process will act in good faith and participate with the intent of obtaining a mutually satisfactory resolution. Of course not all complaints can be resolved through ADR. Therefore, the DSS EEO ADR program has been designed so that employees retain their rights to continue the administrative EEO process if a resolution is not reached.

3. You also may learn more about the role of ADR in resolving workplace disputes by visiting the EEO's homepage on the DSS Intranet. There you will find appropriate information and the DSS Regulation 08-13, entitled "Alternative Dispute Resolution for EEO Complaints," which covers important information such as eligibility, responsibilities, and how the process works.

4. I encourage every member of the DSS team to utilize this valuable tool in working toward the resolution of EEO workplace disputes. If you have any questions concerning the DSS EEO ADR Program, please telephone Mr. Kenneth Hines, Equal Employment Manager, at (703) 325-5472.

Kathleen M. Watson
KATHLEEN M. WATSON
Acting Director